

How to Request an Inspection using the IVR System:

Dial: (425) 388-3338

Initial Greeting:
Thank you for calling Planning and Development Services

Main Menu:

1. Schedule an Inspection
2. Cancel or Reschedule an Inspection
3. Obtain Inspection Results
4. Obtain Plan Review Status
5. Obtain a copy of a Certificate of Occupancy
6. Access to the Building Information Line
7. To Repeat this Menu
0. To speak with department staff, you may press 0 at any time during this call
- * Listen to General Information about the IVR
- # Hang up

- Select 1 to schedule an Inspection

- Enter your eight-digit Permit Number

- Enter your three-digit inspection code (see your Inspection Record)

- Select a day for your inspection (use 1-3 to choose one of the next three working days)

- Leave a message for the inspector if you need to convey more information than you already entered (1=Leave a message; 2=No message) *Note - for ALL commercial projects please leave a message with the contact persons name and phone number for the inspector.

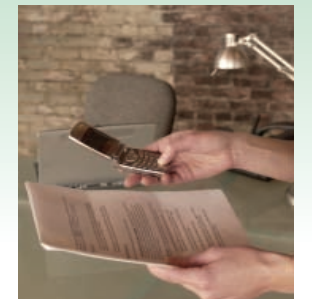
Ending Menu:

5. Receive Automatic Notification of Results
1. Hear your confirmation number and hang up
2. Schedule another inspection on this permit
3. Schedule an inspection on a different permit
4. Return to the Main Menu
9. Repeat this menu

P L A N N I N G A N D D E V E L O P M E N T S E R V I C E S

Fast Track Inspections

Snohomish County



Frequently Asked Questions

IVR–Interactive Voice Response System

What is the IVR?

The IVR is a system that allows you to schedule permit inspections, obtain plan review status, and more – all via the telephone. The IVR phone number is 425-388-3338.

The IVR allows customers to:

- Schedule/cancel/reschedule inspections;
- Get inspection results and messages from inspectors;
- Receive automatic result notification by fax, email or phone; and
- Leave a message for an inspector.

The IVR allows inspectors to:

- Enter inspection results;
- Leave a message for the customer; and
- Listen to customer messages.

How do I access the IVR System?

The IVR phone number is 425-388-3338. The IVR system is available 24 hours a day with only a small amount of down time on Saturday mornings. If for any reason IVR can't complete your requested transaction, you may be forwarded to a staff person during business hours.

What do I need to schedule an inspection?

To schedule an inspection, you need the following:

1. Your permit number;
2. The three-digit inspection code(s) of the inspection(s) you would like to schedule (see your yellow inspection record or **customer reference**) and;
3. Pen and paper to write down your confirmation number.

Where do I find inspection codes?

The Inspection IVR Pocket Reference Guide contains all the available inspection codes, brief instructions on dialing into the IVR system, and some reminders about different inspections. The codes you need for the inspections specific to your permit are listed on your Inspection Record. Additional copies of the IVR Pocket Reference can be picked up in the Customer Support Center.

What if the permit I entered is “not valid”?

If the permit number entered is deemed not valid by the system—either the permit is not issued, is already finalled, or the number was entered incorrectly. Verify the permit number and re-enter. If you still cannot enter your permit number without an error, press 0 to speak with a department staff member.

What should I do if the 3-digit inspection code is not accepted?

If your 3-digit code isn't accepted it is either an inspection that is not required for that permit type, or it was entered incorrectly. Verify that it is a required inspection by referring to your Inspection Record and re-enter the 3-digit code. If you still cannot schedule the inspection, press 0 to speak with a department staff member.

What is the deadline for requesting an inspection?

While IVR is available 24 hours a day, note that there are some times when you will be transferred to an operator or given a different phone number to dial for service. To obtain an inspection for the same day, you must request the inspection prior to 6:00 a.m.

What is the deadline for rescheduling or canceling an inspection?

To reschedule or cancel a same-day inspection, you must call in your request no later than 6:00 a.m. the day of the inspection. If you call between 6:00 a.m. and 8:00 a.m., you'll be asked to call back after 8:00 a.m. to speak to an operator.

How do I schedule a re-inspection?

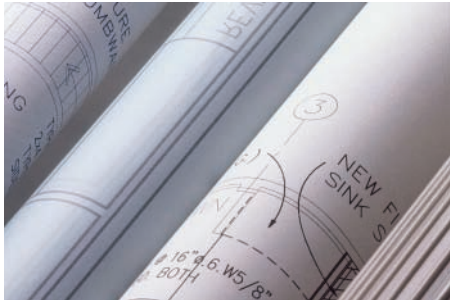
If an inspector has been out to do an inspection and it was not approved for any reason, you will be required to schedule a re-inspection. There are no separate codes for re-inspections. To schedule a re-inspection, simply call, and use the same 3-digit inspection code you used to schedule your initial inspection.

When will the IVR stop me from scheduling an inspection?

- When the inspection is already approved.
- When a permit has not been issued.
- When your permit has any unpaid fees–no inspections can be requested until those fees are paid.

How can I hear my inspection results?

Call the IVR system and select 3 from the main menu. You will be prompted to enter your permit number and inspection code, so please be sure to have those available. You may have a message from your inspector to help clarify any questions.



How can I get my structural plan review status?

Call the IVR system and select 4 from the main menu. You will hear options for receiving the status: for spoken detail press 1, for fax press 2 and for email press 3. If you press 2, you will need to supply a fax number where your plan review status can be sent. Your email address must be provided on the permit for option 3. Plan review status reports are only available on building permits with structural plan review.

Some Important IVR Reminders

- Sometimes it may be necessary to press the pound (#) key to accept information in the IVR. If you hear a message that says “Your response was not detected,” re-enter your information and make sure to press the # key.
- You can view inspection status at www.sno.co.org keyword Permit Status.
- If you select 3 to obtain inspection results, please listen carefully for a possible message from your inspector. This may help to answer questions about your inspection.
- Listen for important IVR announcements at the beginning of the main menu.

We’re on the web!
www.SnoCo.org

General Inspection Information

I have lost my packet and I can’t find my stuff, what do I do now?

Call 425-388-3311 for assistance.

Who is my inspector?

Typically you will have the same inspector throughout your project, however due to vacations, sick leave or work loads a different inspector may visit your site. You may call Planning and Devopement Services during regular business hours at 425-388-3632 to find out who may perform your inspection on that given day.

I had an inspection scheduled and the inspector didn’t show?

Prior to calling Planning and Devopement Services, try calling the inspection request line at 425-388-3338 and select 3 (obtain inspection results) from the main menu, this may help explain why the inspection wasn’t done (i.e., Hold Over = inspection will be done the following business day.)

How do I know if my request went through?

When you call in on the inspection line you will hear a scheduled confirmation message and confirmation number.

Do I need this inspection or what inspection do I need?

The required inspections for your project will be listed along with the inspection code numbers, on the yellow colored Inspection Record that you post on your site for the inspector to sign.

How soon can I expect my inspection to be made after I call for an inspection?

If you call on a regular work day (Mon. through Fri.) we will attempt to inspect your project the following work day, provided your call is received prior to 6:00 a.m. During extremely busy times, inspections might be prioritized – foundation being first. If you call after 6:00 a.m. (on a work day) your inspection will be scheduled the next business day. NOTE: Never “order” concrete until foundation approval has been received.

Do I have to be there when the inspector comes?

You do not have to be there when the inspector comes, but you must make provisions to allow for inspector entry (i.e., instructions on where the key is located, specify that the door is unlocked, etc.). The inspector can make prearranged entry and then secure your structure before leaving. If there are correc-

tions necessary prior to signing off on a particular inspection, a correction notice will be left on site. When an inspection is approved, the appropriate portion of your Inspection Record will be “signed and dated”. NOTE: THE PERMIT, INSPECTION RECORD, APPROVED PLANS AND DOCUMENTS MUST BE POSTED ON THE JOB SITE AT THE TIME OF INSPECTIONS.

If I need to talk to my inspector, or need to ask questions about a “correction notice”, when and how can he/she be reached?

The inspectors are in the office and available for telephone calls (only) between 7:45 and 8:30 a.m., Monday through Friday. If you wish to get an approximate time when the inspector will be at your site, you can call 425-388-3632 (or 388-3311) during the above stated 45-minute period.



Who do I call if I have a code-related question during the day?

Call us at 425-388-3311 during regular business hours and we will direct your call to a plans examiner.

Am I penalized for re-inspections after correction notices are issued?

The code provides for a \$60 re-inspection fee. This is generally assessed when a re-inspection has been requested and corrections have not been made.

When can I “occupy” or use my house/structure?

For residential projects, occupancy and use of the structure begins only AFTER FINAL INSPECTION HAS BEEN SIGNED OFF. Pursuant to Snohomish County Code, you are in violation if you occupy the premises prior to approval from this office. Commercial projects require a signed Certificate of Occupancy.

If I contract with a builder to construct my home, who is responsible to call for inspections?



In accordance with the provisions of the International Building Code (IBC), the person doing the work is responsible. However, you should check your permit and make sure final approval to occupy has been given, prior to moving in. Again, it is necessary for your Inspection Record to be posted on the premises for ALL inspections until final approval. Additionally, if a contractor is performing the work there are contractor registration law requirements. There is potential risk and monetary liability to the homeowner for using an unregistered contractor. Contact the Washington State Department of Labor and Industries for further information for contractor registration requirements.



All required documentation must be on-site and available prior to any inspection.

What Documentation is Typically Required?

- Permit and Inspection Record
- Approved Plans and Engineering
- Any required Engineering and /or Geo-Tech Reports
- Site and /or Plat Map
- Drainage, Grading and Landscape Plans
- Special Conditions information
- Any related permits
- Prior correction notices